Rough Notes Magazine Index for 1996

Agents' Legal Issues	Make sure clients understand a binder has the same limitations as the policy form Roy C. McCormick, February 14
Do you want to buy an agency? 	Homeowners coverage questions frequently asked by insureds
Do you want to sell an agency? Randall Kleinman, JD, CPCU, CLU, March 8	"Vacancy" interpretations by courts show need for periodic check of commercial buildingsRoy C. McCormick, April 40
When the regulators come to visit	Student personal property coverage review is prompted by "Spring Break"
Premiums, premium finance and premium trust accounts	Court cases confirm: It's important for insureds to read their policies
Boom in "ADA" claims affects agents everywhere	Reasonable expectations doctrine should prompt agents to help insureds understand exclusions Roy C. McCormick, July 32
Professional liability—The Achilles' heel of doctors, lawyers, accountants, architects and insurance agents	Defining "windstorm" for coverage purposes
	Advertising injury coverage in CGL is limited to specific offenses related to advertising Roy C. McCormick, September 88
Automation	Court distinguishes the differences between garagekeepers coverage and garage liability coverage
Are you still waiting to automate your agency?	
	Written notice is essential for cancellation and binding
AMS Management Systems Group: A perspective	Who is an insured under homeowners personal liability coverage?
Working smart to achieve SEMCI Nancy Doucette, March 18	Roy C. McCormick, December 54
Rough Notes System establishes link to Equifax	Critical Issue Banasta
Dennis H. Pillsbury, March 60	Critical Issue Reports
Agena Corporation: A perspectiveNancy Doucette, April 24 The spider in the Web or how not to get snared using the Internet	What will be the agent's role in the changing workers comp marketplace? Dennis H. Pillsbury, January 13
	Agreed: Disaster victims require aid! Question: Who should pick up the tab?
How to find good qualified prospects Steve Anderson, April 57 The Rough Notes System: A perspective	Lloyd's names must choose either reconstruction or the world's largest-ever insolvency proceedings Phil Zinkewicz, April 1:
	Fraud fighting efforts can pay big dividends—for insurers as well as the entire business community Phil Zinkewicz, October 19
http://www.DAMNmachine.com Robert L. Stewart, May 42	PIA considers membership expansion; some call for
Just the facts, Ma'am	a more professional survey before proceeding
Agency Marketing Technology—Using proposals to help you make the sale—Part 1 Steve Anderson, June 36	
Travelers/Aetna automation strategy: Streamline agency functions	Fax Poll Results
Highlights of ACORD's Technology Conference '96	Agents give Dole the go-ahead
	Agents see banks as a sizable threat—and also a possible marketing partner
Will groupware open up the industry's communication bottlenecks? Len Strazewski, August 18	Agency customers less loyal today
Agency Marketing Technology—Using proposals to help you make the sale—Part 2 Steve Anderson, August 22	
Delphi Automation Systems: A perspective	General Articles
No excuses: New initatives invigorate SEMCI's potential	To The Point—The agency system is undergoing a renaissance for those agents who take hold of their destiny
Applied Systems: A perspective Elisabeth Boone, CPCU, October 24	CEO Forum—A trio of stock analysts looks at the
Agency Marketing Technology—Company submissions: How you can get your account to the top of the stack	insurance industry for 1996
	Laura Biddle-Bruckman, January 3
Step right up! Get your free software! . Nancy Doucette, November 22 iiX: Enhancing the industry's electronic	PF&M Companion—December 1995 ISO form and endorsement changes
communication capabilities Len Strazewski, December 26 Agency Marketing Technology—Are you and your agency's computers ready for the Year 2000? Steve Anderson, December 64	Covering the in-home business—Part 4: The auto exposure Laura Biddle-Bruckman, February 2

Coverage Concerns

Agency Marketing Technology—Are you and your agency's computers ready for the Year 2000? . . Steve Anderson, December 64

Review the exposures and coverages available for companies whose business is giving advice Roy C. McCormick, January 52

PF&M Companion-January 1996 ISO form and endorsement changes Diana Kowatch, CPCU, AU, AAM, CPIW, February 52 ISO introduces changes to BOP program

Laura Biddle-Bruckman, March 65

Rough Notes Magazine Index for 1996

Agents' Legal Issues	Make sure clients understand a binder has the same limitations as the policy form Roy C. McCormick, February 14
Do you want to buy an agency? 	Homeowners coverage questions frequently asked by insureds
Do you want to sell an agency? Randall Kleinman, JD, CPCU, CLU, March 8	"Vacancy" interpretations by courts show need for periodic check of commercial buildingsRoy C. McCormick, April 40
When the regulators come to visit	Student personal property coverage review is prompted by "Spring Break"
Premiums, premium finance and premium trust accounts	Court cases confirm: It's important for insureds to read their policies
Boom in "ADA" claims affects agents everywhere	Reasonable expectations doctrine should prompt agents to help insureds understand exclusions Roy C. McCormick, July 32
Professional liability—The Achilles' heel of doctors, lawyers, accountants, architects and insurance agents	Defining "windstorm" for coverage purposes
	Advertising injury coverage in CGL is limited to specific offenses related to advertising Roy C. McCormick, September 88
Automation	Court distinguishes the differences between garagekeepers coverage and garage liability coverage
Are you still waiting to automate your agency?	
	Written notice is essential for cancellation and binding
AMS Management Systems Group: A perspective	Who is an insured under homeowners personal liability coverage?
Working smart to achieve SEMCI Nancy Doucette, March 18	Roy C. McCormick, December 54
Rough Notes System establishes link to Equifax	Critical Issue Banasta
Dennis H. Pillsbury, March 60	Critical Issue Reports
Agena Corporation: A perspectiveNancy Doucette, April 24 The spider in the Web or how not to get snared using the Internet	What will be the agent's role in the changing workers comp marketplace? Dennis H. Pillsbury, January 13
	Agreed: Disaster victims require aid! Question: Who should pick up the tab?
How to find good qualified prospects Steve Anderson, April 57 The Rough Notes System: A perspective	Lloyd's names must choose either reconstruction or the world's largest-ever insolvency proceedings Phil Zinkewicz, April 1:
	Fraud fighting efforts can pay big dividends—for insurers as well as the entire business community Phil Zinkewicz, October 19
http://www.DAMNmachine.com Robert L. Stewart, May 42	PIA considers membership expansion; some call for
Just the facts, Ma'am	a more professional survey before proceeding
Agency Marketing Technology—Using proposals to help you make the sale—Part 1 Steve Anderson, June 36	
Travelers/Aetna automation strategy: Streamline agency functionsLen Strazewski, June 38	Fax Poll Results
Highlights of ACORD's Technology Conference '96	Agents give Dole the go-ahead
	Agents see banks as a sizable threat—and also a possible marketing partner
Will groupware open up the industry's communication bottlenecks? Len Strazewski, August 18	Agency customers less loyal today
Agency Marketing Technology—Using proposals to help you make the sale—Part 2 Steve Anderson, August 22	
Delphi Automation Systems: A perspective	General Articles
No excuses: New initatives invigorate SEMCI's potential	To The Point—The agency system is undergoing a renaissance for those agents who take hold of their destiny
Applied Systems: A perspective Elisabeth Boone, CPCU, October 24	CEO Forum—A trio of stock analysts looks at the
Agency Marketing Technology—Company submissions: How you can get your account to the top of the stack	insurance industry for 1996
	Laura Biddle-Bruckman, January 3
Step right up! Get your free software! . Nancy Doucette, November 22 iiX: Enhancing the industry's electronic	PF&M Companion—December 1995 ISO form and endorsement changes
communication capabilities Len Strazewski, December 26 Agency Marketing Technology—Are you and your agency's computers ready for the Year 2000? Steve Anderson, December 64	Covering the in-home business—Part 4: The auto exposure Laura Biddle-Bruckman, February 2

Coverage Concerns

Agency Marketing Technology—Are you and your agency's computers ready for the Year 2000? . . Steve Anderson, December 64

Review the exposures and coverages available for companies whose business is giving advice Roy C. McCormick, January 52

PF&M Companion-January 1996 ISO form and endorsement changes Diana Kowatch, CPCU, AU, AAM, CPIW, February 52 ISO introduces changes to BOP program

Laura Biddle-Bruckman, March 65

Private television for the insurance world: Fast becoming a reality	Medical sa insurance
PF&M Companion—February 1996 ISO form and endorsement changes Diana Kowatch, CPCU, AU, AAM, CPIW, April 44	What role
The Rule Group of California is 1995 Marketing Agency of the Year Thomas A. McCoy, April 52	Seamless i
ISO's commercial property program undergoes wide-ranging changes—Part 1	Integration
PF&M Companion—March 1996 ISO form and endorsement changes	Setting up
New technologies require broader coverage	Duran has
Managed care—The playing field continues to change	Longtonn
PF&M Companion—April 1996 ISO form and endorsement changes	Pool life et
Agencies finding opportunities in federal compliance regulationsEdward O'Hare, June 50	
Commercial property program undergoes wide-ranging changes—Part 2	
ISO's CGL program changes include both restrictions and enhancements	
Insurance education: A competitive advantage	
Expanding surety business offers opportunities to agents Phil Zinkewicz, July 3-	Agency Ma
PF&M Companion—May 1996 ISO form and endorsement changes	- Postoj ma
Agent Global Marketplace—Royal Insurance producers in U.S. should benefit from parent company's deal with Sun Alliance 	Computer Bonding to
Agency growth rates slip, but profit margins hold up Phil Zinkewicz, July 50	A M.
Helping employees balance work and family duties Phil Zinkewicz, August 10	Agonou M.
The impact of consolidation and vertical integration on the reinsurance industry	m
CEO Forum: Executives of managed care providers discuss the health of their industry	
PF&M Companion—June 1996 ISO form and endorsement changes Diana Kowatch, CPCU, AU, AAM, CPIW, August 5	0
Lead poisoning—The toxic tort of the '90s	Grange In
PF&M Companion—July 1996 ISO form and endorsement changes Diana Kowatch, CPCU, AU, AAM, CPIW, September 9	Dental an
The spider in the Web or how not to get snared using the Internet	Preferred
Blizzards and earthquakes and twisters! Oh My!	Growing a and ques
PF&M Companion—August 1996 ISO form and endorsement changes Diana Kowatch, CPCU, AU, AAM, CPIW, October 8	Proactive The time
"Giving up" independence can actually provide independence	Travelers
PF&M Companion—September 1996 ISO form and endorsement changes Diana Kowatch, CPCU, CU, AAM, CPIW, November 6	The differ "Bigger is
In search of continuous quality improvement	Giving cli
PF&M Companion—October 1996 ISO form and endorsement changes Diana Kowatch, CPCU, AU, AAM, CPIW, December 3	
Managing Generation XJudith H. Newman, December 5 Young agents—The next generation of the independent	Survey cu
agency systemLaura Biddle-Bruckman, December 6	Agent Glo

Life/Health & Financial Services

Travelers names former P-C agent to senior financial

Provident Mutual carves strong niche in variable life
Growth of managed care may create opportunities
for insurers and agents
Voluntary payroll deduction: A potential growth market for

property-casualty agentsThomas A. McCoy, CLU, March 90
Principal Mutual's retail center is both

Dennis H. Pillsbury, July 52
Setting up a contract with a P-C agency's life producer
Dave Goodwin, August 42

Buyer has plenty of choices; What's needed is help of adviser
Thomas A. McCoy, CLU, September 82

Real life stories demonstrate importance of life-health products and role of the agent

Management

Agency Management Advisor—Controlling office payroll

Ken Butler and Tony Wilkie, January 44

Agency Management Advisor—Increasing your income
Ken Butler & Tony Wilkie, February 50

Agency Management Advisor—How to evaluate and select a
computer system
Ken Butler & Tony Wilkie, March 85

Bonding together to form cohesive managed agency group
Edward O'Hare, April 17

Agency Management Advisor—Sound financial
management techniques
Ken Butler & Tony Wilkie, April 54

Agency Management Advisor—
The importance of standards
Ken Butler & Tony Wilkie, May 46

The producer dilemma—threatening agency survival
Catherine Oak, CIC, AAI, and William Schoeffler, November 34

Grange Insurance stays close to its agents
Phil Zinkewicz, January 14

Dental and vision products provide marketing opportunity
Thomas M. Maher, January 18

Preferred Risk grows by insuring nondrinkers
Phil Zinkewicz, February 10

Growing access to the Internet creates excitement and questions
Phil Zinkewicz, February 34

Proactive Marketing—Yellow Pages advertising—
The times they are a-changin'
Robert L. Stewart, March 78

Travelers offers stand-alone flood insurance
Dennis H. Pillsbury, April 31

The difference a form can make.
Robert L. Stewart, June 34

Giving client a policy summary boosts referrals and retention
Dennis H. Pillsbury, July 12

Giving client a policy summary boosts referrals and retention

Dennis H. Pillsbury, July 12

Life marketing requires identifying individual needs

Phil Zinkewicz, August 12

Survey customers to enhance retention

Keith L. Bond, CPCU, ARP, September 18

Agent Global Marketplace—Lloyd's is pushed to the brink,
and survives; What does it all mean to agents?

Phil Zinkewicz, September 22

Merger opens doors to future growth
...Dennis H. Pillsbury, October 66

Helping large companies respond to a public relations crisis

... Phil Zinkewicz, November 16

Marketing Agency of the Month

Success comes from showing appreciation to clients	Special Sections
The Loiselle Agency—Personal lines business pays off in Rhode Island	IVANS
Financial services strength plus high quality employees produce growth in Florida	Professional Liability Underwriting Society (PLUS) Dennis H. Pillsbury, October 37-64
A business approach to running an agency leads to extraordinary growth Dennis H. Pillsbury, July 8	
Automation is the key to profitable marketing of smaller accounts	Specialty Lines
Twin Cities agency expands its reach via niche marketing Phil Zinkewicz, September 8	PLUS conference: Focusing on trends in professional liability
Doing business in New York suits Rochester-based agency just fine	Broad liability exposure confronts educators
Creative marketing and product design propels Massachusetts agency Dennis H. Pillsbury, November 10	Booming personal watercraft market presents sales opportunity
Hitting the high notes in Utah: Former music educator makes it big as independent agent Dennis H. Pillsbury, December 10	Estate lawyers are exposed to a variety of losses
	Professional liability for the media Dennis H. Pillsbury, March 32
Rebuilding Cost Charts	Temporary employment firms: An emerging growth industry Phil Zinkewicz, March 34
tebuilding cost chart—Spring February 63 tebuilding cost chart—Summer May 77 tebuilding Cost Chart—Fall August 57	Bank officers and directors declared fair game for D&O lawsuits
	The brewery business—micro and otherwise
Rebuilding Cost Chart—Winter November 71	Insurance Market 1996—Continued softness will prevail
Risk Management	Agent Global Marketplace—Boiler & machinery market in UK faces some problems, but new regulations may create opportunities
The new morality of the insurance buying public; a strange twist of events; and the new fictitious standard Donald S. Malecki, CPCU, January 46	Mortgage brokers—an interesting niche that must be approached with care
Computer slowdown not a covered cause of loss under EDP policies	Can the fitness craze help you "bulk up" your bottom line? Dennis H. Pillsbury, May 18
Apply common sense practices when working with E&S wholesalers	Beauticians need stylized coverage
Serious accident in leased vehicle has far-reaching impact	Insuring banks: Finding the right coverage is crucial Dennis H. Pillsbury, June 28
Products liability and other exposures facing beauty salons and barber shops Donald S. Malecki, CPCU, May 20	Bed and breakfasts—A niche market of more than 15,000 risks
ISO's designated insured endorsement intended to alleviate confusion over vicarious liability coverage	The alternative market—treasure chest or Pandora's box for agents? Jane Y. Rastallis, CPCU, CIC, July 36
Donald S. Malecki, CPCU, June 26 The surety business fulfills a critical purpose	Non-profit organizations: A wide variety of opportunities

and provides producers with ample rewards

.... Donald S. Malecki, CPCU, July 30

Public official liability policies vary in terms and exclusions; require careful examination

............Donald S. Malecki, CPCU, September 26

Tracing the evolution of incidental malpractice coverag

ber vehicles? What if my son Charlie, who lives with me but does not own an auto, uses my daughter Erin's vehicle? (She carries only 25/50/25, remember.) Can Charlie expect to come back to my auto . . . and also my umbrella? No, Charlie will not be able to come back to my auto policy when he is driving a family member's vehicle. He will have only Erin's lower limits to cover him.

Public entities/public officials market is hotly competitive

Specialty/surplus lines market is healthy but competitive

New surplus lines education program debuts

Insuring the world of entertainment Phil Zinkewicz, December 12

Could Charlie still count on my umbrella? Possibly, depending on the definition of insured . . . but there will be a major coverage gap between the 25/50/25 limits and the umbrella maintenance requirement.

These issues happen all the time. Make sure that you are safeguarding your insureds from these disasters. Your best bet is to always suggest similar limits for all household vehicles regardless of ownership.

AGENTS' QUESTIONS & ANSWERS

(Continued from page 7)

Maine and Rhode Island even exclude a vehicle that is available for my use. In those states, could the concept of my daughter's vehicle being available for my use preclude my ability to reach back to my own auto limits? As Clint Eastwood would say, "How lucky do you feel?"

Also, you must consider the personal umbrella status. If the situation of vehicle usage in a family could possibly create a gap in the personal umbrella auto limits requirement, you will have a real problem and a possible E&O situation!

Even if your auto policy will respond for you, what will it do for other family members using "fellow" family mem. Doris L. Hoopes, CPCU, December 14

